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Bureau of Land Management

**1996**

**Customer  
Satisfaction  
Report**

# 1407241565

## *Did We Meet or Exceed Your Needs?*

Since February 1996, over 45,000 comment cards have been distributed to visitors at BLM sites and mailed to frequent BLM customers. Each customer was asked to rate how satisfied they were with their experience at the BLM office or facility. Ninety percent of the respondents were satisfied or extremely satisfied with BLM's customer service (Figure 1).

In addition to measuring your satisfaction with the BLM, we are able to benchmark with the USDA Forest Service. By using the same customer service standards and comment card questions, we are able to gauge whether the BLM's service to the public is the "best in the business" (Figure 2).

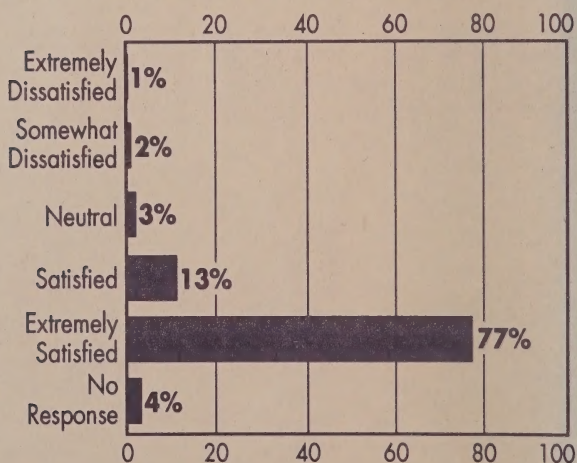


Figure 1. Overall customer satisfaction with BLM's service (in percents).

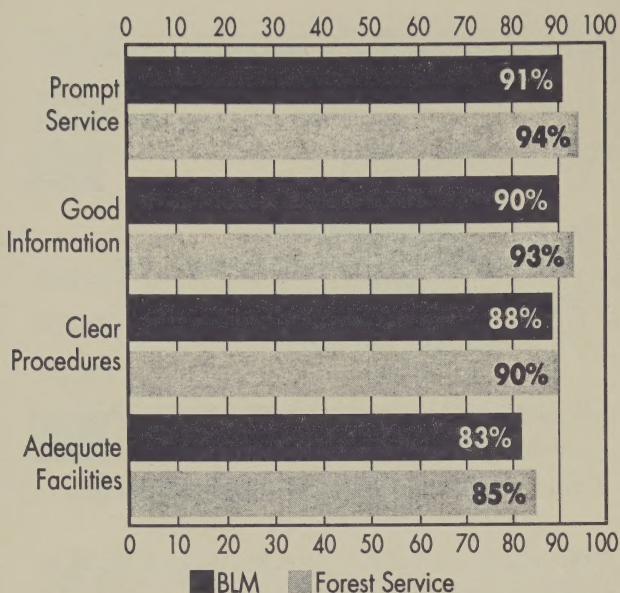


Figure 2. Customers who agree or strongly agree that customer service standards are being met (in percents).

## *Are We Changing to Meet Your Needs?*

No matter what your level of satisfaction, the BLM is always striving to improve its service to the public, and a number of improvements are underway:

*Creating Seamless Service . . .* The BLM and the Forest Service have initiated two regional partnerships to listen to customers, design more customer-friendly business processes and services, and deliver these services to people in the most convenient



and cost-effective way. The southern Colorado and central Oregon teams have initiated over 40 cost- and time-saving changes in their offices, including:

- Collocating Forest Service and BLM offices to develop a "one-stop shop" for the public.
- Establishing fair and consistent prices for firewood permits.
- Sharing personnel and resources to better serve customers.

Ultimately the cutting-edge ideas from these two sites will be incorporated in the rest of the BLM as the way to do business.

*Reducing Processing Times and Costs . . .* The BLM has begun to address concerns expressed by customers in the 1995 survey, including fair and consistent enforcement, reasonable

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"I wanted to write and tell you how very considerate the Boise office was. They not only sent me what I requested but also took the time to include some added information that enhanced our study."

BLM Customer from Michigan

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rules, communication, and streamlining of processes. On a national level, the BLM is redesigning selected use authorization processes to improve customer and stakeholder service. The BLM's goal is to reduce workload and processing time by at least 25 percent. In Alaska, the BLM is working directly with customers to radically redesign the process of conveying land to the Alaska Natives and the State, which is key to economic development. This redesigned process will also achieve significant cost and time savings. Both redesigns are expected to be completed in October 1996.

*Increasing Productivity . . .* The cadastral survey program, which oversees the maintenance of the Public Land Survey System, is implementing changes and improvements that were requested by customers. When tested, these changes proved to save more than 50 percent in production and delivery times.

*Increasing Access to Information . . .* Through the 1995 national customer survey and other feedback, you have expressed the desire to have streamlined land information access through an electronic "one-stop" idea. In the coming months, customers will be able to request products, services, and data directly from the BLM via the Internet.



# BLM and Its Customers

The Bureau of Land Management's (BLM's) mission is to sustain the health, diversity, and productivity of the public lands for the use and enjoyment of present and future generations. In fulfilling this mission, the BLM serves a wide array of customers:

- 50 states
- Foreign countries
- Universities
- Environmental groups
- Commercial users
- Cities and towns
- Individual citizens

## *Did We Meet Your Standards?*

During the past year, the BLM has used the results of its first national survey to establish new customer service standards, initiate redesign teams to address your concerns, and establish a comment card system for customer feedback. The BLM and the USDA Forest Service, working in concert, have established several joint standards for measuring customer satisfaction. Here is how the BLM did in meeting your needs:

*You will always be welcomed with prompt, courteous service.*

**91%** of the customers agreed that they were welcomed with prompt, courteous service.

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*You will receive the services and information you request, or we will explain why we cannot meet the request.*

**90%** of the customers agreed that they were provided the information they requested or needed.

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*You will be fully informed of the processes required for grants, agreements, contracts, and permits, and we will respond in a timely manner.*

**88%** of the customers agreed that the BLM's processes were clear and efficient.

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*Our facilities will be safe, clean, attractive, and informative.*

**83%** of the customers agreed that they were satisfied with the facilities.

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*"...today I find the response to my needs for information absolutely perfect and of the highest quality. I am deeply grateful for the level of response..."*

BLM Customer from California

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## *For Further Information*

Contact your local BLM office or the BLM's Headquarters Office at:

Bureau of Land Management  
Customer Service, Mail Stop 1000-LS  
1849 C Street, NW  
Washington, DC 20240

(202) 452-5155 or (202) 452-5171 FAX

E-mail: [asutphin@wo0033wp.wo.blm.gov](mailto:asutphin@wo0033wp.wo.blm.gov)

Visit the customer service section of BLM's homepage on the Internet:

<http://www.blm.gov/nhp/customerservice>

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